

2566488

Registered provider: Juventas Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to four children aged between 8 and 18 years who may have experienced trauma, a sense of rejection, neglect or abuse.

The manager registered with Ofsted in October 2023.

Inspection dates: 3 and 4 December 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 30 April 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2024	Full	Good
11/07/2023	Full	Requires improvement to be good
04/04/2022	Full	Good
08/12/2021	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, three children have moved into the home and four children have moved out. At the time of this inspection, two children were living in the home and both shared their views with the inspectors. Two children experienced planned onward moves, and two children moved in an unplanned way due to the home identifying an escalation in their individual needs.

Children are positive about staff and the home. Staff know the children well and greet them with warmth. Staff prioritise building relationships with children. As a result of these relationships and the support offered by staff, children have made progress from their individual starting points.

Managers complete detailed assessments before children move into the home. This helps to ensure that children's care is well planned and that managers are confident that they can meet children's individual needs. Good planning has helped to provide children with a level of stability that they have not previously had. Staff support children's hobbies and interests. One child plays rugby regularly, while other children prefer to spend time with their friends.

Staff support children with their education. Children who did not previously attend education now have high levels of engagement. Their achievements are acknowledged, helping them to feel proud of themselves.

The environment is welcoming, and the children say they feel comfortable and happy. Some areas appear worn or untidy, such as overgrown brambles in the garden and cobwebs throughout the house, which detract from the overall environment.

The laundry room remains locked, even when there is no clear reason, limiting children's chances to develop practical skills. Improving these areas would enhance the homely atmosphere and strengthen children's independence.

How well children and young people are helped and protected: good

Children say they feel safe in the home. Safeguarding processes are effective, and staff act quickly when concerns are raised. Staff follow clear procedures, record incidents well, update risk assessments promptly and reflect on their practice with managers.

When children go missing from home, staff call the police and the local authority without delay. They also use key-work sessions and individual plans to help children to think about making positive choices. This protects children and helps them to feel safe.

Staff know and understand children's vulnerabilities. When children talk about their worries, staff listen closely and respond quickly. Staff have created a safe space for

children. Children are able to seek staff support if they need it. This open and proactive approach helps children to manage difficult emotions.

Complaints are handled seriously. Staff investigate concerns, share outcomes with children and explain any decisions made. Staff check that children understand the outcome and give them space to ask questions. This helps children to feel listened to.

Consequences are proportionate and consistently applied. Staff speak to children when their behaviour has not been positive and support them to reflect on their behaviour and understand the impact on others.

Incidents rarely occur. On one occasion, a child needed to be held to keep them safe. The manager was part of the physical intervention, and this did not receive external oversight. Leaders have reflected on this and improved their practice. This learning strengthens children's safety.

When temporary staff have been used, fire evacuations have not been completed, limiting individuals' knowledge of effective fire safety procedures.

The effectiveness of leaders and managers: good

The home is managed by a suitably skilled and experienced registered manager. The manager has high expectations of staff and leads by positive example.

The manager is a good role model. He has positive relationships with the children and understands their needs. The manager is passionate about achieving the best outcomes for children, and this is reflected in the practice of the staff team.

Staff say that they feel supported by the manager. A stable staff team provides continuity of care for children. Practice-related issues are addressed without delay, and action plans are implemented to support staff development.

The manager works in partnership with a range of professionals. Feedback from professionals is extremely positive. They are happy with the care and support that children are receiving.

Staff attend regular team meetings. Team meetings are used to improve professional practice and provide clear guidance to staff to help them support children. Staff benefit from regular supervision sessions. Appraisals for staff are undertaken, although these lack feedback from professionals and children. This means there is no objective overview of staff members' performance and areas for development.

Robust and effective safer recruitment processes are in place, and staff are provided with a good and detailed training package relevant to their role. However, one staff member has not achieved a relevant level three qualification in the required timescale.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
After consultation with the fire and rescue authority, the registered person must— ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(d))	5 January 2026
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b))	6 March 2026

Recommendations

- The registered person should ensure that when a manager is involved in incidents of control, discipline and restraint they are subject to systems of regular scrutiny to ensure that their use is fair and the above principles, as set out in 9.35, are respected

by someone external to the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)

- The registered person should review any decisions to limit a child's access to any area of the home, and any modifications to the environment of the home, must only be made where this is intended to safeguard the child's welfare. All decisions should be informed by a rigorous assessment of that individual child's needs, be properly recorded and be kept under regular review. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.10)
- The registered person should ensure that the home is a nurturing and supportive environment that meets the needs of children. In particular, they should ensure that the environment is well maintained and provides a welcoming environment for children. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, when reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2566488

Provision sub-type: Children's home

Registered provider: Juventas Services

Registered provider address: Haines Watts Chartered Accountants Ltd, Yare House,
62-64 Thorpe Road, Norwich NR1 1RY

Responsible individual: Simon Bailey

Registered manager: Robert Rix

Inspectors

Naomi Starbuck, Social Care Inspector
Thembe Mzila, Social Care Inspector

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